



Epygi Technologies Delivers on Claims and Enhances Business for Leading Insurance Group

Schubbe Insurance Agency, Inc., a Farmers Insurance Group Agency, Deploys Epygi and Sees Immediate Savings and Customer Satisfaction and Employee Productivity Gains

Located in Wentzville, Missouri, Schubbe Insurance Agency, Inc., a Farmers Insurance Group Agency, is an all-lines insurance and financial service agency. The Schubbe Insurance Agency provides its clients in Missouri with auto insurance, homeowners insurance, life insurance and financial insurance.

In 2010, Schubbe Insurance Agency was using an analog Norstar Meridian phone system and encountered problems with their local analog line provider when they moved into a new office space. Scott Schubbe, Chief Executive Officer of Schubbe Insurance Agency, decided he wanted a system that would integrate voice and data and take advantage of the many benefits of Voice over IP (VoIP).

The Best Fit

Innovative Technology Group (ITG), Epygi's Value-Added Integrator, demonstrated the feature-rich line of Quadro IP PBX for Schubbe. Epygi's Quadro solution was the best fit for this company because of its ability to manage the system from in-house and the integrated features. With only four hours of installation, ITG provided Schubbe Insurance Agency with a Quadro2x, snom 820 and snom 320 handsets, and SoTel SIP Service.

Ensuring Ease of Use and Reliability

Epygi's Quadro line of IP PBXs is easy to use, simple to manage, flexible and reliable. With the Epygi



“There really is no limit to what the system can do feature-wise, and I love that about Epygi,” says Scott Schubbe, Chief Executive Officer of Schubbe Insurance Agency.

system in place, Schubbe Insurance Agency employees are able to access all of the features available on the Quadro2x, including access to voicemail and call relay which improves day-to-day productivity by enhancing internal and external communications. “With other IP PBX solutions the applications, we were looking for, required different software to be added to the system, whereas all the features we needed were already included in the Epygi system,” explains Schubbe.

Reaping Employee Productivity Gains

An employee of the company can use Epygi’s browser-based management interface and manage features, including listening to voicemails and viewing call statistics. In addition, voicemail messages are stored in the industry-standard WAV Audio for Windows format, allowing users to play them on multimedia PCs, attach them to e-mail messages, forward them to the right people, or embed them in other documents as well as keep permanent records on file. The Epygi system’s ability to track customer phone calls and export and distribute voice mails as WAV files helps the company continually monitor and improve customer service.

Beneficial Features

Two features Schubbe Insurance Agency has benefited from are Epygi’s Find Me Follow Me and iQall. The Find Me Follow Me feature allows employees to have calls track them down wherever they are—at their desk, on their cell phone, or at home if they choose. In addition, the iPhone application, iQall, allows any user of a Quadro IP PBX to establish calls between their iPhone and another number anywhere in the world. These two Quadro features have made the employees more efficient in being able to handle office tasks from any location. “There really is no limit to what the system can do feature-wise, and I love that about Epygi,” says Schubbe.

Enabling Better Business

Schubbe Insurance Agency appreciates the Epygi telephony system’s ability to record telephone calls, which are especially important for insurance claims. With the Epygi system, the recording is electronic, and that electronic file can be attached to the claim, allowing all of the information to be kept together and

stored electronically on a server. Schubbe Insurance Agency is very satisfied with the support they have received from ITG. “Epygi was easy to implement and was easy for our users to learn,” said Schubbe. “We no longer have to worry about the phone system when planning for an office move or expansion. Overall, the system has been very well-received, and we’re happy with our decision to go with Epygi.”

About Innovative Technology Group

Innovative Technology Group (ITG) is a full service audiovisual systems and network integration company giving our clients the best possible solutions that they need and is the foundation for all we provide. ITG was founded in 2001 on the basis of engineering and customer service principles. Partnering with Color Art Integrated Interiors, a premier facility integration company in the Midwest, we have transitioned from an audiovisual integration company to a comprehensive, technology company. We are subject matter experts in audio, video, VOIP telephony, cabling, network infrastructure and bandwidth.

From developing short term technology goals to long term strategies, we bring you the best trained team in our industry - a resource of knowledge and experience. From boardroom projection, signage and video-conferencing solutions to bandwidth and IP telephone systems, our highly skilled and AVSP certified team is only limited by your imagination.

About Epygi Technologies

Epygi Technologies, Ltd., a worldwide provider of award-winning IP PBXs and gateways supporting small businesses to enterprise’s telephony needs, is a private U.S. company founded in 2000 and headquartered in Plano, Texas. Reliable, secure, easy to install and use, Epygi’s products offer users outstanding benefits and an unparalleled range of features at very economic prices. Customers are able to improve their productivity, lower operating expenses, enhance their image, while affording the latest in telecommunications equipment. Visit us on our website, follow us on Twitter, like our page on Facebook and join our LinkedIn group.



Case Study - Schubbe Insurance Agency

CaseStudy-Schubbe Insurance Agency-Let-03